

What is *Patriot Express*?

The *Patriot Express* (formerly known as Cat B or “Freedom Bird”) is a contracted commercial charter mission that provides support for duty travelers and their family members. AMC schedules these international charter flights on a regular basis to and from commercial airports (AMC gateways) and/or military terminals. These flights offer an array of in-flight amenities and operate the same as scheduled commercial airlines. The *Patriot Express* is also an excellent provider of troop morale by providing “Space A” Travel opportunities to and from the United States.

Leg Room

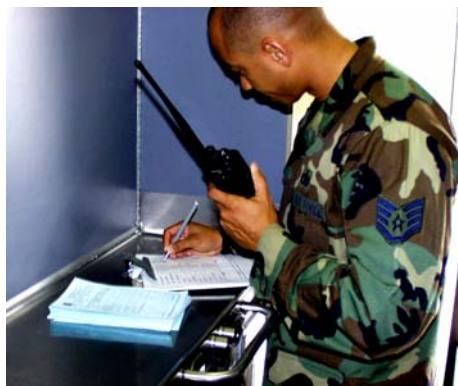
AMC and the *Patriot Express* carriers have worked hard to make sure that you have as much room as possible. The seat pitch, which can be equated to legroom, is 34 inches on many of the *Patriot Express* missions compared to 32 inches on many commercial airlines. Two inches may not seem like much but on a 12-hour flight it is huge!



The Amenities

Patriot Express provides many amenities not available to the coach class traveler on commercial airlines. The meals are comparable to business class meals and special meals such as kosher, children's, diabetic, and

vegetarian can be ordered with 24 hours notice. Hot towel service is provided prior to each meal service. Children receive a fun kit with games, puzzles, coloring/drawing material, and pilot/cabin attendant wings. The latest box office movies are shown and headsets are provided free of charge during the flight. A variety of up-to-date magazines are also offered for reading pleasure.



Contract Enforcement

Contract administrators from 15th and 21st Air Force and AMC passenger policy personnel routinely travel on missions to inspect the carrier for contract compliance. In addition, each location's Quality Assurance Specialists perform inspections prior to mission departure. In this way we partner with the contracted carriers to ensure our passengers receive the best possible service.

Pets

Families in PCS status are authorized to take two pets (dogs and cats only) as long as the kennels, with pets, do not exceed 150 pounds. The pet must be able to lie down, stand up, and turn around. The kennel must be approved for air travel by the International Air Transport Association (IATA). For the safety of your pet, soft-sided kennels are not allowed. Passengers are responsible for all pet shipment requirements, quarantines, and all costs associated with the shipment

of their pet. Depending on your destination, pet costs can vary between \$70-\$90 for an average sized pet. Check with your veterinarian for advice on preparing your pet for shipment, including such issues as immunizations, feeding, watering, sedative, etc. For required pet documentation, you can check with the local Transportation Office.

AMC Gateways

Passenger check-in at our AMC gateways opens 6 hours prior to departure to allow passengers to check in early and check their bags. If passengers elect not to check in early, the required show time is no later than 2 hours 20 minutes prior to departure. Check in times are designed to ensure on time departures. If you encounter any difficulties during your passenger processing, please ask for an on site military representative.



Cost to the Government

When seats go unused on Patriot Express missions and a traveler flies commercial for official travel, the taxpayer (you) pays twice for that unused seat. Together we are all charged with being good stewards of scarce government dollars. Thank you for riding *Patriot Express*!

Passenger Survey

You are our customer. As an AMC traveler, we value and need your feedback to improve the service we provide. Remember to fill out the AMC Form 22, *AMC Passenger Survey*. This survey helps us pinpoint improvement areas and assists us in making your future travels a more pleasurable experience.

What Happens in the Event of a Delay?

Carrier Delays. These delays are within the control of the carrier, e.g., maintenance or late arrivals. If the delay extends over a meal period, manifested passengers will receive a meal voucher for a hot meal and transportation to/from the meal area. If the delay requires an overnight stay then meals, transportation, and billeting (hotel vouchers) will be provided. For overnight stays, unaccompanied passengers are afforded the opportunity to have a separate room. If passengers miss their connecting flight because the mission was delayed at any point and arrived at the passenger's manifested destination two hours or more after scheduled arrival or the passenger receives their baggage late, the contractor shall reimburse passengers for any penalty fees imposed on them by the commercial airlines in which they have onward transportation. Contact the airline for reimbursement. You will need a copy of your AMC boarding pass and documentation from the airline charging you this fee.

Non-carrier Delays. These delays are not within the control of the carrier, e.g., weather or Air Traffic Control delay. The government assumes responsibility for all manifested passengers during these delays. If this type of delay requires an overnight stay, then only billeting, to include transportation to/from, is provided. Meals are the responsibility of the traveler. Meals and miscellaneous expenses are reimbursable through official travel per diem.

Comparison of PE and Commercial

	<u>PE</u>	<u>Commercial</u>
Leg Room	34"	32"
Meals	<i>Business Class</i>	<i>Coach Class</i>
Space A Opportunity	<i>Yes</i>	<i>No</i>
Amenities (child packets, hot towels)	<i>Mandatory</i>	<i>Optional</i>

For more information, contact one of the AMC Gateways or your local Transportation Office or AMC Passenger Terminal.

AMC Gateways

Atlanta-Hartsfield Intl (ATL) (803) 963-3070
DSN 673-3070

Note: these numbers are for Charleston AFB Passenger Terminal who is fielding calls for the Atlanta AMC Gateway

Baltimore-Washington Intl (BWI) (877) 429-4262
DSN 243-6940

Los Angeles Intl (LAX) (310) 363-0714
DSN 833-0714

Seattle-Tacoma Intl (SEA) (877) 863-1463
DSN 382-0555



The advertisement for Patriot Express is a vertical banner. At the top, the words "PATRIOT EXPRESS" are written in large, white, serif capital letters against a dark background with a diamond pattern. Below this is a large, stylized globe with a blue and white grid. Underneath the globe are four logos: "MIAMI AIR INTERNATIONAL" (a green palm tree logo), "OAI" (Omni Air International, a red and white logo), "ATA" (Air Transport International, a blue and white logo), and the "AIR MOBILITY COMMAND" logo (a yellow shield with a globe and wings). At the bottom, the text "A DoD and Civilian Partnership" is written in a white, serif font on a dark background.